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QUESTION 1

Which two aspects of application delivery are improved by using Direct Capture of Objectives? (Choose two.)

- A. Coding
- B. Testing
- C. Accuracy
- D. Speed

Correct Answer: BC

QUESTION 2

How do you provide users with guidance for completing a form and avoid the need for application training?

- A. Send a notification to the assigned user.
- B. Add an instruction to the assignment.
- C. Add an optional action to the case to explain the task.
- D. Add the corresponding step to an appropriate stage.

Correct Answer: B

QUESTION 3

DRAG DROP

Select each application design requirement on the left and drag it to the appropriate design approach on the right.

Select and Place:



Application Design Requirement

Present the user only with fields relevant to the current task.

Guide the user to perform the expected task.

Record the justification for an action taken on a case.

Inform the user of a pending assignment.

Answer Area

Application Design Requirement

Design Approach

Assignment Instruction

Intent-driven UI

Assignment notification

Audit note

Correct Answer:

Application Design Requirement

Answer Area

Application Design Requirement

Guide the user to perform the expected task.

Present the user only with fields relevant to the current task.

Inform the user of a pending assignment.

Record the justification for an action taken on a case.

Design Approach

Assignment Instruction

Intent-driven UI

Assignment notification

Audit note

QUESTION 4

DRAG DROP

Select each use case on the left and drag it to the appropriate router on the right.

Select and Place:



Use Case

- A vice president must approve all expense reports over 2500 USD.
- An agent who speaks Russian must work on the case.
- Accounts Receivable must audit incoming billing requests.
- A series of data collection screens must be completed by the same user.

Answer Area

Use Case	Router
	Route to a specific user.
	Route to a work queue.
	Route to a skilled work group.
	Route to the current user.

Correct Answer:

Use Case

-
-
-
-

Answer Area

Use Case	Router
An agent who speaks Russian must work on the case.	Route to a specific user.
A series of data collection screens must be completed by the same user.	Route to a work queue.
Accounts Receivable must audit incoming billing requests.	Route to a skilled work group.
A vice president must approve all expense reports over 2500 USD.	Route to the current user.

QUESTION 5

DRAG DROP

Select and move the Business Architect tasks to the Journey Centric Development project order column and place them in the correct order.

Select and Place:



Business Architect Tasks

Groom backlog stories

Playback configurations

Prepare for project kickoff meeting

Capture sessions on discrete aspects of the case type

Journey Centric Development project order

Correct Answer:

Business Architect Tasks

Journey Centric Development project order

Prepare for project kickoff meeting
Playback configurations
Capture sessions on discrete aspects of the case type
Groom backlog stories

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